

INTISARI

PROFIL PELAYANAN KEFARMASIAN DAN KEPUASAN PASIEN DI APOTEK KABUPATEN PEKALONGAN

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Latar Belakang : Pelaksanaan pelayanan kefarmasian di apotek harus sesuai dengan standar pelayanan kefarmasian nomor 73 tahun 2016. Pelayanan kefarmasian di apotek yang bermutu dan berkualitas dapat berimbas pada peningkatan kepuasan pasien. Penelitian ini bertujuan mengetahui penerapan standar pelayanan kefarmasian di apotek, tingkat kepuasan pasien di apotek, serta ada atau tidaknya hubungan antara presentase pelayanan kefarmasian dengan skor rata-rata kepuasan pasien di apotek Kabupaten Pekalongan.

Metodologi : Penelitian ini merupakan jenis pendekatan cross sectional. Penentuan sampel dilakukan *stratified sampling* kepada 38 apoteker dan *purposive sampling* kepada 114 pasien. Instrumen dalam penelitian berupa kuesioner standar pelayanan kefarmasian di apotek dan kepuasan pasien. Selanjutnya dianalisis korelasi menggunakan *spearman rank*.

Hasil Penelitian : Hasil penelitian menunjukkan bahwa penerapan standar pelayanan kefarmasian di apotek tergolong kategori baik (91,18%). Kepuasan pasien tergolong kategori puas (3,16). Tidak terdapat hubungan antara pelayanan kefarmasian dengan kepuasan pasien ($p > 0,05$).

Kesimpulan : Penerapan standar pelayanan kefarmasian di apotek Kabupaten Pekalongan sudah baik. Kepuasan pasien di apotek Kabupaten Pekalongan sudah merasa puas. Tidak terdapat hubungan antara pelayanan kefarmasian dan kepuasan pasien di Apotek Kabupaten Pekalongan.

Kata Kunci : Apotek, Pelayanan Kefarmasian, Kepuasan Pasien, Kabupaten Pekalongan

ABSTRACT

PROFILE OF PHARMACEUTICAL CARE AND PATIENT SATISFACTION AT PHARMACY IN PEKALONGAN REGENCY

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Background: The implementation of pharmaceutical care at pharmacy must be in accordance with pharmaceutical care standards, minister of health regulations number 73 in 2016. Pharmaceutical care at qualified and quality pharmacy can have an impact on increasing patient satisfaction. This study aims to find out the pharmaceutical care at the pharmacy, the level of customer satisfaction, and whether or not there is a relationship between pharmaceutical care and customer satisfaction in the pharmacy of Pekalongan Regency.

Method: This study is a cross sectional approach. Determination of sample was done by stratified sampling and purposive sampling to 38 pharmacists and 114 patients. Instruments in this study were a standard questionnaire of pharmaceutical care in pharmacy and patient satisfaction. Furthermore, The analysis of correlation between pharmaceutical care and consumer satisfaction using spearman rank analysis.

Result: The results showed that the standard of pharmaceutical care was categorized as good (91.18%). The result of patient satisfaction is categorized as satisfied (3.16). Showed no relationship between pharmaceutical care and patient satisfaction ($p > 0,05$).

Conclusion: The application of pharmaceutical care at the Pekalongan Regency is good. satisfaction of patient in Pekalongan Regency is satisfied. There is no relationship between pharmaceutical care and patient satisfaction at the Pekalongan Regency pharmacies.

Keywords: Pharmacy, Pharmaceutical Care, Patient Satisfaction, Pekalongan Regency